

# United Arab Emirates Jobs Expertini®

## Bell Captain (with UAE Driving License) | Hilton Dubai Palm

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Company: Hilton

Location: Dubai

Category: healthcare-practitioners-and-technical

At Hilton Dubai Palm Jumeirah, a Bell Captain is responsible for supervising Bell Attendants, transferring and storing guest luggage and responding to guest requests in the hotel's continuing effort to deliver outstanding guest service and financial profitability.

### What will I be doing

As a Bell Captain, you will be responsible for supervising Bell Attendants, transferring and storing guest luggage and responding to guest requests in the hotel's continuing effort to deliver outstanding guest service and financial profitability. Specifically, you will be responsible for performing the following tasks to the highest standards:

Greet and escort arriving and departing guests to and from their accommodations

Retrieve and transport guest luggage

Inspect guest rooms and acquaint guests with these rooms and their features

Respond to guest inquiries and requests in a timely, friendly and efficient manner

Organize and store luggage, as needed, according to guidelines

Supervise, monitor and develop team member performance to include, but not limited to, providing supervision, scheduling, conducting counseling and evaluations and delivering recognition and reward

Train team members

Ensure team members have current knowledge of hotel products, services, facilities, events, pricing and policies and knowledge of the local area and events

Assist in the maintenance, appearance and functionality of equipment

### **What are we looking for**

At Hilton Dubai Palm Jumeirah, a Bell Captain serving Hilton Brand hotels is always working on behalf of our Guests and working with other Team Members. To successfully fill this role, you should maintain the attitude, behaviors, skills, and values that follow:

Previous customer service experience in a supervisory role

The ability to listen and respond to demanding Guest needs

Excellent leadership, interpersonal, personal presentation and communication skills

Accountable and resilient

Commitment to delivering a high level of customer service

Ability to work under pressure

Flexibility to respond to a range of different work situations

It would be advantageous in this position for you to demonstrate the following capabilities and distinctions:

A passion for delivering exceptional levels of Guest service

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